

JUSTIFICATION OF PROGRAM AND PERFORMANCE

Activity: Park Management
Subactivity: Visitor Services

Program Components	2000 Estimate	Uncontr/ Related Changes	Program Changes (+/-)	2001 Budget Request	Change From 2000 (+/-)
A. Interpretation and Education	130,570	+3,813	+5,614	139,997	+9,427
B. Law Enforcement and Protection	88,006	+1,739	+1,724	91,469	+3,463
C. Visitor Use Management	22,790	+559	+1,113	24,462	+1,672
D. Health and Safety	15,556	+440	+573	16,569	+1,013
E. United States Park Police	54,401	-54,401	0	0	-54,401
F. Concessions Management	7,313	+189	+594	8,096	+783
Total Requirements \$(000)	318,636	-47,661	+9,618	280,593	-38,043

AUTHORIZATION

16 U.S.C. 1	The National Park Service Organic Act
16 U.S.C. 1a-6	The General Authorities Act
16 U.S.C. 20-20g	The National Park Concessions Policies Act of 1965
29 U.S.C. 794, section 504	Rehabilitation Act of 1973, as amended
42 U.S.C. 9601 <u>et seq.</u>	The Comprehensive Environmental Response, Compensation and Liability Act of 1980, as amended
Public Law 105-391	The National Parks Omnibus Management Act of 1998

OVERVIEW

National park areas have long been favorite and inexpensive destinations for millions of Americans as well as people from around the world. It is estimated that there were 288 million recreation visits to America's national parks in 2000. In fulfillment of the NPS mission to make America's national parks available for public enjoyment and inspiration, the Park Service provides an array of activities, opportunities and visitor services that will allow the public to use and enjoy the National Park System safely and with minimum impact to resources. Moreover, by forging emotional and intellectual bonds and recreational ties, people take greater responsibility to protect their heritage and ensure that the resources will be passed on to future generations. The NPS **Visitor Services** subactivity includes six program components in FY 2000: Interpretation and Education, Law Enforcement and Protection, Visitor Use Management, Health and Safety, United States Park Police, and Concessions. In FY 2001, the NPS proposes that the United States Park Police program component be transferred to a separate subactivity under Park Management.

Park Management/Visitor Services

APPLICABLE NATIONAL PARK SERVICE MISSION GOALS

- Ia Natural and cultural resources and associated values are protected, restored and maintained in good condition and managed within their broader ecosystem and cultural context.
- Ib The National Park Service contributes to knowledge about natural and cultural resources and associated values; management decisions about resources and visitors are based on adequate scholarly and scientific information.
- Ila Visitors safely enjoy and are satisfied with the availability, accessibility, diversity, and quality of park facilities, services, and appropriate recreational opportunities.
- Ilb Park visitors and the general public understand and appreciate the preservation of parks and their resources for this and future generations.
- IIa Natural and cultural resources are conserved through formal partnership programs.
- IIb Through partnerships with State and local agencies and nonprofit organizations, a nationwide system of parks, open space, rivers, and trails provides educational, recreational, and conservation benefits for the American people.
- IIc Assisted through Federal funds and programs, the protection of recreational opportunities is achieved through formal mechanisms to ensure continued access for public recreation use.
- IVa The National Park Service uses current management practices, systems, and technologies to accomplish its mission.
- IVb The National Park Service increases its managerial capabilities through initiatives and support from other agencies, organizations, and individuals.

Performance Goals

Long-term Goal IIa1	By September 30, 2005, 95% of park visitors are satisfied with appropriate park facilities, services, and recreational opportunities.
Annual Goal IIa1	By September 30, 2001, maintain 95% of park visitors are satisfied with appropriate park facilities, services, and recreational opportunities.

Visitor Services Performance Information	FY 1999 Actual	FY 2000 Estimate	FY 2001 Estimate
Percentage of park visitors satisfied with appropriate facilities, services, and recreational opportunities.	94%	95%	95%

A performance indicator that is applicable to all program components of the Visitor Services subactivity is how visitors rate the overall quality of facilities, services, and recreational opportunities provided at units of the National Park System. The goal is to maintain a 95 percent overall visitor satisfaction rating with NPS services. In FY 1999, 94 percent of park visitors were "satisfied" with the overall quality of facilities, services, and recreational opportunities at the park they visited.

The customer satisfaction card survey is a tool for determining how well the NPS is serving the public and meeting this performance goal. This survey is administered by the University of Idaho Cooperative Park Studies Unit. In FY 1999, 307 park units conducted a customer satisfaction card survey. In FY 2000, 330 park units are conducting this survey. Park managers use results to report performance in accordance with GPRA. They can also apply survey results to management needs, such as improving the design of park facilities, identifying strengths and weaknesses in visitor services, and for determining employee training.

Park Management/Visitor Services

A. Interpretation and Education FY 2000 Estimated Program and Anticipated Accomplishments

Enacted: \$130,570,000

The Park Service offers personally conducted interpretive and education park programs and services, presented by a staff of trained professional rangers, to create memorable experiences, preserve our diverse heritage, and promote resource stewardship. This personal service also encourages positive visitor behavior that minimizes impacts on park resources. To meet other needs, the Service also offers visitors a variety of non-personal services and facilities such as information and orientation publications, self-guided trails and tours, and wayside and interior exhibits. The intended outcome for these programs is that park visitors and the general public will understand and appreciate the significance of preserving park resources for this and future generations. The Interpretation and Education program contributes to meeting performance goals IIa1: Visitor Satisfaction and IIb1. Visitor Understanding and Appreciation.

Performance Goals

Long-term Goal IIb1	By September 30, 2005, 86% of park visitors understand and appreciate the significance of the park they are visiting.
Annual Goal IIb1	By September 30, 2001, 84% of park visitors understand and appreciate the significance of the park they are visiting.

Interpretation and Education Performance information	FY 1999 Actual	FY 2000 Estimate	FY 2001 Estimate
Percent of park visitors that understand and appreciate the significance of the park they are visiting.	80%	82%	84%

Information and Orientation Services

In FY 2000, the Park Service continued to provide a wide range of services to encourage greater participation and support by the visiting and non-visiting public. Park visitors are provided with basic information and orientation services to ensure a safe, enjoyable visit and to minimize visitor-related resource damage. As a result, visitors develop an appreciation and understanding of the meaning of park values which over time is intended to lead to active stewardship of park resources. Information is provided through numerous venues: formal interpretation (tours and talks), informal interpretation (attended stations and roving assignments), junior ranger programs, special events, uniformed personnel at visitor centers, self-guided trails, exhibit displays, and park publications. In addition, some park units present accurate depictions of historical events through costumed history enactments, living farms, craft demonstrations, and performing arts programs. Other park units provide recreational demonstrations which teach specific skills and emphasize safety in areas such as climbing, fishing, and backpacking. Through the Park Service's World Wide Website, "*ParkNet: The NPS Place on the Web*," the agency is reaching an even broader audience. This is particularly useful for those unable to visit parks. With over 136 million visits to the website in FY 1999, *ParkNet* (<http://www.nps.gov>) is one of the most visited Federal sites on the Internet.

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Personal Service Programs Workload Factors	FY 1999 Actual	FY 2000 Estimate	FY 2001 Estimate
Total number of personal visitor contacts	205 million	209 million	213 million
Number of interpretive services opportunities	700,000	707,000	714,00
Visitors at information and orientation centers	119 million	121 million	123 million
Visitors attending informal interpretive programs (roving patrols, attended stations)	25 million	26 million	27 million
Visitors attending formal interpretive programs (tours, walks, talks, campfire programs, seminars)	16 million	17 million	18 million
Visitors attending interpretive demonstrations (historical, scientific, recreational, performing arts)	3 million	3.1 million	3.2 million
Visitors attending junior ranger programs	271,000	272,000	273,000
Visitors attending special events	3 million	3 million	3 million
Visitors attending education programs	1.5 million	1.5 million	1.5 million
Visitors attending community outreach programs	5.8 million	6 million	6 million
Total Park HomePage hits	110 million	120 million	130 million

Parks as Classrooms

The Parks as Classroom Program, funded at \$747,000 in FY 2000, is a Servicewide program which promotes cooperative education programs that combine park settings with classroom study. "Parks as Classrooms" is an interdisciplinary program that provides opportunities for school children, adult education groups, and teachers to use park study areas and other facilities to enhance personal understanding of critical resource issues and encourage appreciation of our National Park System. The program fosters lifelong learning and encourages citizen stewardship of America's natural and cultural heritage. Programs are directed toward the community, are locally driven, and are developed through cooperative efforts between schools, communities, and foundations. In addition to park sites, programs are also presented at schools, and at community organizations near parks.

Parks as Classrooms Workload Factors	FY 1999 Actual	FY 2000 Estimate	FY 2001 Estimate
Number of projects requesting funding	118 projects	120 projects	125 projects
Amount of total requests	\$1.3 million	\$1.4 million	\$1.5 million
Number of projects funded at current level	65	54	70

Servicewide Media Program

The Servicewide Media Program supports the interpretive and educational functions by providing high quality media specific to each park site and consistent with the mission of the National Park Service. It is coordinated at the Harpers Ferry Center located in Harpers Ferry, West Virginia. Museum/Visitor Center exhibits and outdoor exhibits, called waysides, provide an efficient cost-effective method for the NPS to inform and educate millions of visitors each year on the history, significance, purpose, regulations, safety considerations, policies, programs and services within the National Park Service.

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Periodically, interpretive media needs to be replaced due to: (1) obsolete content, design and material, (2) new interpretive subject matter, (3) changing visitor needs and/or park goals, (4) change in park boundaries, and (5) media that has reached the end of its useful life due to vandalism, fading, abrasion and wear and tear from visitors -- generally ten to fifteen years. Harpers Ferry Center is currently gathering data through the Media Inventory Data System (MIDS) to identify interpretive media Servicewide that need to be replaced or rehabilitated.

A program goal for Harpers Ferry Center is to increase cost-effectiveness and timely production by 20 percent by the year 2002. New technology, which has been incorporated into exhibit production, will significantly decrease the cost and time it takes to produce exhibits. Another of the center's goals is that by 2002, eighty percent of the public who experience interpretive media produced by Harpers Ferry Center will be satisfied and evaluate the media as good to very good. The center is working on evaluation methods for determining visitor satisfaction.

Servicewide Media Program Workload Factors	FY 1999 Actual	FY 2000 Estimate	FY 2001 Estimate
Number of new indoor museum/visitor center exhibits	13	15	18
Number of new wayside exhibits	728	750	760
Number of new audiovisual programs	55	66	74
Number of folders produced/distributed	26,004,800	23,800,000	24,000,000
Number of new historic furnishings	8	11	11
Number of objects restored/treated	937	950	1,000

The National Council for the Traditional Arts

The National Council for the Traditional Arts (NCTA), funded at \$175,000 in FY 2000 provides expert advice and technical assistance to NPS sites which are mandated to interpret traditional American arts and cultures. The council's activities include researching, identifying, documenting, and interpreting American cultural traditions and resources associated with specific NPS areas, and assisting the NPS in the planning and presentation of festivals and interpretive programs which include traditional music, dance, and arts and crafts directly related to a park's interpretive mandate. In addition to providing major annual assistance for the Lowell National Historical Park Folk Festival, the 4th of July American Roots musical program on the National Mall, and the Blue Ridge Parkway's interpretation of American musical history, the NCTA works with various NPS units on a request basis to research, record, and produce interpretive materials related to traditional and historical American arts and culture.

Spanish Colonial Research Center

The Spanish Colonial Research Center was established in 1986, in cooperation with the University of New Mexico, to develop and maintain a database of historical Spanish colonial archival materials and to assist in the research and development of these programs at NPS areas associated with Spanish Colonial history. The Spanish Colonial Research Center research function focuses on the collection and inventory of Spanish Colonial documents, translation of documents, and the performance of historical research studies. The center has no base funding and its work is financed from a variety of project fund sources. The center's resources and expertise support the following activities:

- National historical landmark studies, new area studies, and national trails designations.

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- Publications and interpretive programs for training, and to improve the overall quality, study, knowledge, appreciation and understanding of the Spanish Colonial facet of our national heritage.
- Spanish-English translation of publications and correspondence for the NPS and other agencies.

In FY 2000, the center will undertake a bibliographic study of the Spanish Colonial Heritage sites in the National Park Service. The purpose of the study will be to identify scholarly studies that relate to the primary interpretive themes of the Spanish Colonial Heritages sites. The bibliographic study will assist parks in upgrading interpretation programs and exhibits and training interpretive staff. Where applicable, the bibliographic study can be used in cultural resources preservation.

The Spanish Colonial Research Center program supports the achievement of performance goal IIa: Visitor Satisfaction, and performance goal IIb: Visitor Understanding and Appreciation. The collection and transcription of Spanish Colonial documents contributes to the knowledge and understanding of Hispanic heritage. Spanish language translations provide linguistic accessibility for Spanish-speaking visitors to a given park and increase their enjoyment and understanding of the significance of the park's resources. The Spanish Colonial Research Center's historical research studies result in analytical studies about cultural landscapes, historic structures, and ethnographic resources particularly dealing with Spanish Colonial sites.

Spanish Colonial Research Center Workload Factors	FY 1999 Actual	FY 2000 Estimate	FY 2001 Estimate
Inventory of maps, architectural plans, sketches	45 maps	45 maps	45 maps
Number of pages of transcriptions, translations, and copies of archival documents	26 translation projects for NPS parks, Harpers Ferry Center, and sister agencies; 1,677 pages of transcribed documents	10 translation projects; 1,200 pages of transcribed documents	10 translation projects; 1,200 pages of transcribed documents
Number of pages that have been analyzed and indexed for retrieval purposes	850 pages	850 pages	850 pages
Research projects	Old Spanish Trail; Study project on the parajes of the Camino Real de Tierra Adentro in New Mexico	Bibliographic study of the Spanish Colonial Heritage sites in the NPS	Historical study of missionary activities in NPS Spanish Colonial Heritage sites

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FY 2001 BUDGET REQUEST

	2001 Budget Request	Program Changes (+/-)
▪ Interpretation and Education \$(000)	139,997	+5,614
The FY 2001 request for Interpretation and Education is \$139.997 million which represents a net increase of \$9.427 million over the FY 2000 enacted level. The FY 2001 proposed programmatic increase of \$5.614 million to Interpretation and Education activities includes:		
	\$(000)	
▪ Park Base Operations Increase	5,189	
▪ Provide Funding for National Council for Traditional Arts	75	
▪ Implement Servicewide Wayfinding Program	350	
Total	5,614	
Justifications for these increases are included at the end of this subactivity’s presentation.		

B. Law Enforcement and Protection

FY 2000 Estimated Program and Anticipated Accomplishments

Enacted: \$88,006,000

Visitor and employee safety is a priority function within parks and integral to fulfilling the National Park Service's mission to provide for the public enjoyment of the national parks. In addition, as a mandate of its authority and jurisdiction, the NPS is required to enforce all Federal laws and regulations within park units. National parks remain safe places for the majority of visitors, but crimes against persons, property, and resources, and urban gang activity within the parks has been on the rise. The Park Service addresses visitor and employee safety and law enforcement through a proactive program conducted by park rangers with assistance from investigators located in areas with a history of high levels of felony crimes. Law enforcement rangers strive to protect the parks from the people, the people from the parks and the people from the people.

Park rangers perform demanding law enforcement and resource protection activities including violent crime management, drug enforcement (primarily interdiction activities at NPS border parks) and eradication, traffic control, watercraft and aircraft-supported enforcement activities, criminal investigations, and wildlife enforcement activities. In addition, gang activity has become a law enforcement problem in several parks. The NPS focuses on reducing violent crimes in our national parks by increasing the use of surveillance systems, information gathering, and local patrols. The NPS focuses on combating drug use and production on park lands by increasing counter-drug activities. Rangers also participate in drug education programs; as many as 70 park rangers participate in Drug Abuse Resistance Education (DARE) programs in schools across the country.

Because national parks contain national treasures and are often located along national borders, a continuing problem is the potential for terrorist activities occurring on park lands. The Park Service utilizes commissioned law enforcement park rangers and other Federal, State, and local law enforcement authorities and organizations to assist in providing security and protection for park resources and the visiting public against potential terrorist

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activities. Ongoing park ranger anti-terrorism activities include: (1) protection of monuments and buildings owned and managed by the National Park Service, (2) providing law enforcement assistance in accordance with memorandums of understanding and interagency agreements with various Federal, State, and local agencies regarding terrorist acts and threats, (3) providing law enforcement services to dignitaries and foreign heads of State who arrive in Washington, D.C., NPS Regional Offices, and other national park sites, and (4) providing day-to-day protection for park resources and over 280 million visitors annually.

In FY 2000, Park Service law enforcement personnel will support the achievement of performance goals Ila1 and Ila2: Visitor Satisfaction and Visitor Safety by increasing security in urban parks and monuments and reducing the visitor accident rate. This will be accomplished through increased contacts/communications with visitors, better technology, and more effective use of personnel and other resources.

Performance Goal

Long-term Goal Ila2	By September 30, 2005, the visitor accident/incident rate will be at or below 7.96 per 100,000 visitor days (a 16% decrease from the FY 1992-1996 baseline of 9.48 per 100,000 visitor days).
Annual Goal Ila2	By September 30, 2001, the visitor accident/incident rate will be at or below 8.72 per 100,000 visitor days, (an 8% decrease from the FY 1992-1996 baseline of 9.48 per 100,000 visitor days).

Law Enforcement and Protection Performance Information	FY 1999 Estimate	FY 2000 Estimate	FY 2001 Estimate
Number of Traffic Incidents	41,720	38,800	35,308
Percent Reduction in Visitor Safety Incidents	5%	7%	8%

Law Enforcement and Protection Workload Factors	FY 1999 Estimate	FY 2000 Estimate	FY 2001 Estimate
Number of Recreational Visits	284 million	288 million	291 million
Number of Law Enforcement Incidents	94,217	87,622	79,736
Number of Natural Resource Violations	12,577	11,697	10,644
Number of Search and Rescue Missions	6,773	6,299	5,732
Cost of Search and Rescue Missions incurred by NPS (dollars)	2.3 million	2.1million	1.9 million
Number of Emergency Medical Incidents	11,850	11,020	10,028

Resources Protection Workload Factors	FY 1999 Actual	FY 2000 Estimate	FY 2001 Estimate
Number of ARPA Cases	310	290	264
Number of Vandalism Cases	3,606	3,354	3,052
Number of Resource Incidents	19,255	17,907	17,715

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FY 2001 BUDGET REQUEST

	2001 Budget Request	Program Changes (+/-)
▪ Law Enforcement and Protection \$(000)	91,469	+1,724
The FY 2001 request for Law Enforcement and Protection is \$91.469 million, which represents an increase of \$3.463 million over the FY 2000 enacted level. The FY 2000 proposed programmatic increase of \$1.724 million to Law Enforcement and Protection activities includes:		
		\$(000)
▪ Park Base Operations Increase		1,724
Total		1,724
Justifications for these increases are included at the end of this subactivity's presentation.		

C. Visitor Use Management *FY 2000 Estimated Program and Anticipated Accomplishments*

Enacted: \$22,790,000

The National Park Service provides and manages a number of activities which complement its interpretive and educational programs in fulfillment of its mission to provide public appreciation and enjoyment of the national parks. The Service provides supervision of recreational activities by stationing park personnel at principal recreation areas such as take-off points for mountaineering and caving, boat launch areas, trailheads, campgrounds, horseback riding areas, ski areas, and beaches. Visitors are advised as to the proper use of facilities and the equipment required for the enjoyment of these areas, how to minimize resource impacts, and are kept abreast of weather developments that could have an impact on the safety and enjoyment of an activity. Park personnel also coordinate organized recreational activities such as softball leagues at urban parks and provide guidelines and regulations for the growing air tour industry. Other functions include visitor transportation systems, air tour planning and management, visitor accessibility, and the recreation fee program.

Visitor Transportation Systems (VTS)

Visitor transportation systems in the national parks are operated by the Park Service and by concessioners. Although these systems enhance visitor experience by reducing traffic and parking problems, transportation systems also minimize visitor impacts on fragile natural resources, help avoid costly improvements to roads and parking areas which would be required to accommodate heavy automobile use safely, and provide the only means of access to certain units of the National Park System. At Grand Canyon National Park for example, personal vehicles are prohibited on the West Rim Drive during the peak visitor season and visitors must use the visitor transportation system for motorized access to this portion of the park. At Denali National Park and Preserve, the park utilizes two VTS operations as the primary means of visitor access during certain periods of the year.

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At present, the Park Service operates visitor transportation systems in the following parks: Bryce Canyon National Park, Utah; Cape Cod National Seashore, Massachusetts; Carl Sandburg Home National Historical Site, North Carolina; Denali National Park and Preserve, Alaska; Dinosaur National Monument, Colorado; Eugene O'Neil National Historic Site, California; Fort Matanzas National Monument, Florida; Harpers Ferry National Historical Park, West Virginia; Grand Canyon National Park, Arizona; Kennesaw Mountain National Battlefield Park, Georgia; Lyndon B. Johnson National Historical Park, Texas; North Cascades National Park, Washington; Point Reyes National Seashore, California; Pinnacles National Monument, California; Redwood National Park, California; and Rocky Mountain National Park, Colorado.

Concessioner systems at 23 park units range from large systems providing general visitor transportation in Yosemite National Park, Denali National Park and Preserve (an existing transportation system different from the NPS-operated system discussed above) and the monumental core area of Washington, D.C., to small systems providing specialized services to a limited number of visitors at other park units.

Waterborne visitor transportation systems, boat rentals, and river running operations are provided by concessioners at 35 parks. The Statue of Liberty ferry system is one of the larger waterborne systems serving a national park area. Many of the remaining parks have very small concession operations offering water transportation or boat rental.

In FY 1999, the Transportation Systems Fund was authorized to allow the NPS to charge a fee for public use of transportation services to all or part of any park unit and to retain and use the fees only for costs associated with the transportation systems at each unit where the fee was collected. In FY 2000, the first year of receipt activity for this program, receipts are estimated at \$1.0 million. Zion National Park is expected to begin charging fees under this authority in FY 2000 for visitors entering the park on a new shuttle system. The Transportation Systems Fund is discussed in the Recreation Fee Permanent Appropriations.

Air Tour (Commercial Overflight) Planning and Management

During FY 2000, the Federal Aviation Administration (FAA) will complete development of a new Federal Aviation Regulation, in cooperation with the National Park Service, to manage commercial air tourism over national parks. The ongoing rulemaking mirrors the recommendations of the National Parks Overflights Working Group, a joint NPS/FAA advisory group comprised of both environmental and aviation interests. The rule requires the FAA and NPS to jointly develop air tour management plans (ATMP) at each park where air tour flights occur. The best available information suggests that 30 to 50 ATMPs will need to be developed when the regulation goes into effect. The process to develop the plans will be based upon a standard approach to planning consistent with the National Environmental Policy Act (NEPA) and other applicable laws and policies of both NPS and the FAA.

For FY 2000, the program is funded at a level of \$1.0 million including an increase of \$800,000 for developing air tour management plans and associated environmental analyses which will be a major new workload for affected park units. The NPS will work cooperatively with the FAA in a joint public planning process that will analyze alternative commercial air tour proposals relative to impacts on park resources, visitor experiences and purpose. The Park Service will negotiate final technical procedures for Air Tour Management Planning with the Federal Aviation Administration, develop a memorandum of understanding to guide FAA and NPS field staffs in joint ATMP development, determine scheduling and priority setting for plan development, develop final guidance or tools needed for the process, begin to provide technical assistance to parks, and collect baseline data collection in priority parks for the air tour management plans and associated NEPA documents.

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Air tour operators will trigger the process with the FAA and NPS if they currently fly or plan to fly commercial air tours over national parks. Plans would be needed for larger parks such as Glacier, Great Smoky Mountains, Yosemite, and Yellowstone National Parks as well as many smaller parks such as Arches, Badlands, Bryce Canyon, Zion, Canyonlands, Hawaii Volcanoes, Mount Rainer, and Grand Teton National Parks. More complex and controversial plans may require an environmental impact statement, while less complex or controversial plans may only require an environmental assessment. Controversial plans may take as much as two years to complete while less controversial plans should be completed in a year or less.

Accessibility Management Program

Federal laws and regulations require that all Federal buildings and facilities, and all programs and activities provided are accessible to, and usable by, persons with disabilities. The NPS maintains an aggressive Accessibility Management Program, the goal of which is to assure that the Nation's 54 million citizens with a disability have access to the full range of opportunities and experiences available in the national parks, as is practicable, in conformance with Federal laws, regulations, standards and NPS policy.

The Accessibility Management Program oversees monitoring, coordination, continuing education, and technical assistance. The program focuses on strategies to assure that, (1) plans are developed to identify actions needed to provide appropriate access, (2) when facilities are designed, constructed and renovated, they are in compliance with the most current and accepted standards and codes, (3) all interpretive programs, experiences, and opportunities are provided for in the parks to afford people with disabilities equal benefits, and (4) optimum levels of access are provided while at the same time issues of preservation and protection of the resources are maintained.

The National Center on Accessibility (NCA) was established in cooperation with Indiana University's Department of Recreation and Park Administration to provide continuing education, technical assistance, and research and demonstration projects to park managers and their staff in providing equal access for visitors with disabilities. In recent years, the NCA accomplishments have included: (1) providing training in accessibility to over 2,000 park and recreation professionals including architects, landscape architects, historic preservationists, engineers, interpreters, maintenance personnel, and employment specialists, (2) providing special seminars on critical issues such as trail access, historic site access, beach access, boating access and access to playgrounds, (3) establishing a telephone helpline to provide up-to-date technical advice to park and recreation professionals seeking to solve access problems (in FY 1999, this help-line served over 1,500 requests, and due to the increased attention to accessibility, it is expected that the number of calls will increase in FY 2000 and FY 2001), (4) conducting research on the methods and techniques for improving access to trails, beaches, historic sites and other outdoor areas, (5) providing specialized training and technical assistance for other agencies including the Bureau of Indian Affairs, U.S. Fish and Wildlife Service, Bureau of Land Management, Tennessee Valley Authority, the National Aeronautics and Space Administration, the U.S. Forest Service, and State departments of natural resources.

During FY 2000, National Center on Accessibility (NCA) projects will include the following:

Coursework:

- A minimum of three core training programs will provide increased knowledge, skills and abilities to enable managers to identify accessibility barriers and to program appropriate and cost-effective solutions to correct them. These courses will include, one for architects and engineers on Universal Design; one for park interpreters on program access, and one for park maintenance personnel on Retrofitting.
- Courses are being developed to assist park accessibility coordinators deal with the Director's mandate to conduct comprehensive park accessibility assessments. It is anticipated that two to three of these seminars will be conducted in FY 2000.

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- As a result of new recreation and outdoor developed areas standards becoming finalized, the National Center on Accessibility will conduct a minimum of two informational seminars designed to provide NPS accessibility coordinators and others with the most current information available in meeting these new requirements.
- The NCA will also continue the development of its distance learning program by conducting a one-day program via satellite to a minimum of five NPS sites. This program will be accompanied by the development of interaction World Wide Web-based learning activities that will be available on the NCA Internet site.

Technical assistance and information:

- The National Center on Accessibility homepage on the Internet provides information on the center's activities and services. Since the Internet is increasingly becoming a medium that is being promoted and used by the NPS and since it is a medium that people with disabilities are more heavily relying on, NCA plans to do major work in this area in FY 2000.
- Quarterly newsletters to share ongoing information regarding accessibility to over 4,500 people working in the fields of parks, recreation and tourism.
- Informational brochures and fliers relating to specific access issues,
- Telephone and electronic mail help-lines to enable park and recreation professionals to obtain technical advice and information to appropriately resolve access questions before they become the subject of official complaints and grievances.

Research projects:

- A long awaited document on program accessibility. This document will be the definitive work in assisting exhibit designers, interpreters and other park personnel in providing greater access to those with visual, hearing, and learning impairments.
- Projects that assist park and recreation professionals in finding better ways to provide the highest level of accessibility, while also protecting the fundamental nature of the outdoor recreation environment.
- Product testing and evaluation program: picnic areas, campgrounds and playgrounds will be the initial foci of this program.
- Alternative trail surface testing to determine suitable types of alternative surfaces that would appear to be acceptable for environmental, esthetic, and accessibility outcomes.

Accessibility Program Workload Factors	FY 1999 Actual	FY 2000 Estimate	FY 2001 Estimate
Number of training programs offered	10	10	8
Number of individuals trained	500	450	400
Number of individuals requesting technical assistance	1,500	1,700	1,900
Number of individuals receiving National Center on Accessibility newsletter	4,500	4,700	4,900

Recreation Fee Program

The National Park Service collects a variety of admission and use fees. Recreation fee receipts totaled \$150 million in FY 1999 and are estimated to exceed \$155 million in FY 2000. Since FY 1998, most of the costs incurred in collecting these fees have been paid from the National Park Renewal Fund or the Fee Collection Support account, both of which are described in detail in the "Recreation Fee Permanent Appropriations" section of this document. However, a modest amount of funding from the Operation of the National Park System appropriation supplements the cost of collection for "non-demonstration" parks. Congress in FY 2000 approved

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an increase of \$1.0 million to base fund central and Regional Office oversight and management of the fee program. Central and Regional Offices are responsible for oversight of approved fee demonstration sites and programs. The offices ensure accountability and efficiency of fee operations and also track and monitor revenue and expenditures.

FY 2001 BUDGET REQUEST

	2001 Budget Request	Program Changes (+/-)								
▪ Visitor Use Management \$(000)	24,462	+1,113								
<p>The FY 2001 request for Visitor Use Management is \$24.462 million, which represents an increase of \$1.672 million over the FY 2000 enacted level. The FY 2001 proposed programmatic increase of \$1.113 million to Visitor Use Management activities includes:</p> <table><tr><td></td><td>\$(000)</td></tr><tr><td>▪ Park Base Operations Increase</td><td>113</td></tr><tr><td>▪ Provide Funding for 2001 Presidential Inaugural</td><td>1,000</td></tr><tr><td>Total</td><td>1,113</td></tr></table> <p>Justifications for these increases are included at the end of this subactivity's presentation.</p>				\$(000)	▪ Park Base Operations Increase	113	▪ Provide Funding for 2001 Presidential Inaugural	1,000	Total	1,113
	\$(000)									
▪ Park Base Operations Increase	113									
▪ Provide Funding for 2001 Presidential Inaugural	1,000									
Total	1,113									

D. Health and Safety FY 2000 Estimated Program and Anticipated Accomplishments

Enacted: \$15,556,000

The National Park Service has a responsibility to maintain a safe and healthful working environment, promote safe work practices, and provide a safe recreation experience for visitors. This undertaking requires an extensive, multi-faceted program that encompasses all employee and visitor activities. The National Park Service provides a comprehensive risk-management program for all units of the National Park System. The Park Service also programs funds to maintain minimum levels of preparedness to respond to emergency situations.

Risk Management

The goal of the Risk Management Program is to provide NPS managers with the advice, assistance, and guidelines necessary to manage employee and public safety, and workers' compensation cases. The NPS has set zero employee accidents as the Service's policy and ultimate safety goal. Desired outcomes include elimination of all preventable employee accidents; reduction of workers' compensation costs to the lowest level possible; and compliance with applicable health and safety standards; and a hazard-free environment for park visitors.

Risk management activities include developing and coordinating program policies and guidelines; assisting management to comply with 29 CFR, part 1960; identifying, evaluating, and controlling health hazards in any environment that may cause illness or injury to employees or the visiting public; developing and analyzing

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statistics to identify trends and sources of accidents; and developing strategies for reducing workers' compensation costs. In FY 2000, the strategies to accomplish these objectives include:

- Training for leadership in safety excellence. In FY1999, over 300 people attended related training. In FY 2000 the remainder of top level managers will have this training, and as resources are available, training will be made available to mid-level managers.
- Parks identified as having poor employee safety records will be partnered with a contracted company to develop and produce a working safety program that reduces employee injuries. The Occupational Health and Safety Administration has also partnered with ten parks with high incident rates to improve safety programs.
- More focus will be placed on returning injured employees back to work, and reducing the amount of money spent on fraudulent cases against the workers compensation program. In FY1999, the Office of Workers' Compensation program added staff to provide expertise to accomplish these goals. To further identify and reduce fraud, an investigative company has been hired to work with worker's compensation specialists, local park personnel, and the Department of Labor.
- A Public Safety Steering Committee will be formed to write a strategic plan and produce Director's Order 50-C -- Public Safety. This requirement will put in place a document that park managers can use to develop a park strategic plan to reduce visitor injuries.

Performance Goals

Long-term Goal IIa2	By September 30, 2005, the visitor accident/incident rate will be at or below 7.96 per 100,000 visitor days (a 16% decrease from the FY 1992 – FY 1996 baseline of 9.48 per 100,000 visitor days).
Annual Goal IIa2	By September 30, 2001, the visitor safety incident rate will be at or below 8.72 (an 8% decrease from the FY 1992 – FY 1996 baseline of 9.48 per 100,000 visitor days).
Long-term Goal IVa6	By September 30, 2005, the NPS employee lost-time injury rate will be at or below 4.49 per 200,000 labor hours worked; and the Servicewide total number of Continuation of Pay (COP) will be at or below 51,107 hours.
Annual Goal IVa6	By September 30, 2001 the NPS employee lost-time injury rate will be at or below 5.5 per 200,000 labor hours worked; and the number of Continuation of Pay (COP) hours will be at or below 63,132 hours.

Risk Management Performance Information	FY 1999 Actual	FY 2000 Estimate	FY 2001 Estimate
Visitor accident rate per 100,000 visitor days	NA	8.81	8.62
Employee lost-time injury rate per 200,000 labor hours worked (100 FTE)	5.30	5.95	5.5
Continuation of Pay (COP) hours	77,068	66,138	63,131

Public Health Program

Since 1955, the NPS has had an agreement with the U.S. Public Health Service, Centers for Disease Control and Prevention, whereby public health officers have been detailed on a reimbursable basis to manage and support the NPS public health program. The officers -- engineers and sanitarians -- are assigned to NPS headquarters, field directorate and system support offices where they serve as public health advisors to parks.

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The program provides support on a broad range of public health concerns that can affect park employees and visitors. Included are waterborne diseases (e.g., giardia and cryptosporidium), foodborne diseases (e.g., salmonella and shigella), animal transmitted diseases (e.g., plague and hantavirus), person-to-person transmitted diseases (e.g., tuberculosis and AIDS), diseases caused by toxic chemicals (e.g., lead and asbestos) and diseases caused by hazardous physical agents (e.g., noise and ionizing radiation (radon). The public health program also provides written and electronic media information to park employees and visitors on such diseases as hantavirus, lyme disease, plague, giardia. Public health officers perform a number of functions, including the following:

- Regular health risk assessments of facilities and operations located at parks, special events, living history programs and Job Corps facilities. Assessments cover more than 700 drinking water systems, 1,000 wastewater systems, and more than 1,000 food service operations. Also included are guest housing and recreational facilities such as swimming pools and gymnasiums. Public health officers also evaluate facilities and operations for compliance with Federal, State and local environmental and public health requirements.
- Recommendations for appropriate corrective actions to eliminate and/or control any identified health or noncompliance problems/concerns present in park areas.
- Technical public health assistance (onsite, telephone and cc:mail) on request. Areas and expertise of support include food safety, potable water, wastewater, lodging, vectorborne diseases, Job Corps, daycare centers, recreation, and hazardous waste operations.
- Training to park staff and concession employees on the safe and legal operation of facilities including food service, water treatment, wastewater treatment and disposal, and swimming pool operations.

In FY 2000, the NPS will conduct health risk evaluations at 240 park units and provide technical support on request either onsite or via telephone and cc:mail in support of performance goal IIa1: Visitor Satisfaction. The program also will provide training to 550 NPS personnel, develop three new public health brochures, and translate three brochures into Spanish and make them available on the public health website.

Public Health Program Workload Factors	FY 1999 Actual	FY 2000 Estimate	FY 2001 Estimate
Number of health risk evaluations conducted at park facilities and operations.	240 park units	240 park units	240 park units
Provide technical public health assistance to parks (onsite, telephone, and cc:mail).	150 requests	175 requests	200 requests
Provide public health training to NPS personnel.	500 personnel	500 personnel	600 personnel

Emergency Preparedness

The NPS maintains a minimum level of preparedness to respond to emergency situations. Funds are used to support staffing and provide the equipment, supplies, and materials necessary for emergency medical treatment, including ambulance service, search and rescue, wildland and structural fire, and responding to natural disasters. Costs for this program are primarily borne by park operating bases. Policy direction and program support are provided by Washington Office personnel. Emergency operations are not restricted to park boundaries. For example, park rangers often respond to incidents outside of park boundaries as a result of natural disasters as happened after hurricane Andrew in South Florida, flash floods on Indian lands in New Mexico, and earthquakes in Mexico and Costa Rica.

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Reducing Visitor Related Emergencies. In FY 1999, the NPS embarked on an aggressive program to reduce injuries and deaths in the National Park System. Much of this occurs through visitor education and ensuring appropriate training and experience for high-risk recreational activities.

Hurricane and Natural Disasters. The NPS uses the latest long-term forecasting to prepare its coastal park areas for hurricanes. The emphasis and focus is on improving emergency preparedness for coastal (and other) parks through cooperative agreements with the Department of the Interior, the National Weather Service and other appropriate organizations and offices. Most coastal parks have developed hurricane action plans that are implemented during approaching hurricanes.

FY 2001 BUDGET REQUEST

	2001 Budget Request	Program Changes (+/-)								
▪ Health and Safety \$(000)	16,569	+573								
<p>The FY 2001 request for Health and Safety is \$16.569 million, which represents an increase of \$1.013 million above the FY 2000 enacted level. The FY 2001 proposed programmatic increase of \$0.573 million to Health and Safety activities includes:</p> <table><tr><td></td><td>\$(000)</td></tr><tr><td>▪ Park Base Operations Increase</td><td>512</td></tr><tr><td>▪ Regional Office Park Support</td><td>61</td></tr><tr><td>Total</td><td>573</td></tr></table> <p>Justifications for these changes are included at the end of this subactivity's presentation.</p>				\$(000)	▪ Park Base Operations Increase	512	▪ Regional Office Park Support	61	Total	573
	\$(000)									
▪ Park Base Operations Increase	512									
▪ Regional Office Park Support	61									
Total	573									

E. United States Park Police FY 2000 Estimated Program and Anticipated Accomplishments

Enacted: \$54,401,000

In FY 2001, the NPS is proposing a new budget subactivity within Park Management to cover all funding requested for the U.S. Park Police. For a full description of the United States Park Police program for FY 2000, please refer to the new United States Park Police subactivity in this budget document.

F. Concessions Management FY 2000 Estimated Program and Anticipated Accomplishments

Enacted: \$7,313,000

The Yellowstone Park Act of 1872 gave the Secretary of the Interior the authority to grant leases to private citizens and corporations for the purpose of operating and providing concession services on public lands. By 1916, the year

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the National Park Service was established, concession operations existed in many national park areas. The National Parks Omnibus Management Act of 1998, Public Law 105-391, further mandates that necessary and appropriate accommodations, facilities, and services for park visitors be provided under concession authorizations with private individuals or corporations. The National Park Service is in the process of implementing provisions of the new law.

The Concession Management Program is an integral part of overall park management and resource stewardship. It is guided by a number of principles including protecting park, natural, cultural, and historic resources, and offering quality visitor facilities and services at reasonable cost. Currently, there are 630 concessioners, 216 contracts and 414 permits in 128 parks, although the number of concessioners fluctuates because of the changes in the number of concession permits.

Within the concessions program, meeting the visitor satisfaction goal requires the development of contracting authorizations based on planning documents, which include terms and conditions, operating standards, and maintenance requirements, and the use of various operational programs.

Concession Management Reform. During the last few years, the NPS has taken a number of significant steps to improve the overall management and operation of the concession program. Further steps are expected as the NPS begins to implement the National Park Service Concessions Management Improvement Act of 1998. This legislation reduces the number of concessioners that will receive a preferential right of contract renewal, replaces sound value possessory interest with a leasehold surrender interest, provides for franchise fees to be returned to the National Park Service, encourages the promotion of Native American handcrafts, and establishes a Concessions Management Advisory Board to the Secretary of the Interior and the National Park Service. Proposed regulations and standard concession contract language that will implement the new law have been published for public comment, and are expected to be published in final in early spring 2000.

Under previous legislation, the NPS was required to grant a right of preference in contract renewal to concessioners who had performed satisfactorily. The new law eliminates this preference for most of the larger concessioners. As a result of the new law, preference will be granted only to those concessioners with annual gross receipts of less than \$500,000, and to river runners, outfitters, and guides. Because of the elimination of this statutory right, the Service expects increased competition for larger contracts, which will result in improved visitor services and return to the Government.

A Concessions Management Advisory Board was formally appointed in 1999. The seven-member board includes representatives from the hospitality, tourism, accounting, and outfitting and guide industries, nonprofit conservation groups, State government park concession management, and the traditional arts and crafts field. The board will advise the Secretary of the Interior and the NPS on issues related to the effective management of concessions in units of the National Park System with specific recommendations on ways to make the concessions program more efficient and cost-effective including a review of those functions that could be contracted to the private sector such as appraisals and financial analyses. The board will also consider ways to mitigate the impacts of concessions on park resources. Funding to support the Concessions Management Advisory Board is provided from concession franchise fee receipts retained by the NPS as part of the Director's discretionary 20 percent share.

Concession Contracting. A backlog of expired concession authorizations has developed as a result of a freeze on contracting while implementing regulations and developing new standard contract language to implement the new law. Approximately 275 contracts and permits will expire by limitation of time on December 31, 1999. The NPS has a strategy to facilitate the issuance of over 100 of these contracts by December 2000 with the remainder to be issued during calendar year 2001.

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Performance Evaluations of Concessioners and Quality of Facilities. The NPS Operational Performance Program ensures that concession facilities and services are safe, sanitary, attractive, and provided at quality levels. The program provides consistency throughout the Service by instituting NPS operational standards for concession facilities and services. Field personnel are responsible for the direct execution of the operational performance program, determining a concessioner's adherence to the terms and conditions of their contract or permit, and identifying specific responsibilities in administering routine concession authorizations. Every concessioner is reviewed annually on at least a limited basis. Each annual concessioner evaluation may consist of anywhere from two periodic evaluations for a concessioner with a single facility to over 200 individual evaluations for an extensive operation. Approximately 5,000 individual inspections are conducted annually. The evaluation program is undergoing change to provide field areas with a more efficient system to evaluate concessioners.

Rate Approval for Concession Services. Field personnel are required to approve concession rates charged to the public in accordance with the NPS Rate Approval Program. The program is designed to ensure that rates are comparable with those charged in the private sector as required by law. The rate approval program will be revised to meet the requirements of the new law.

Inventory of Concessioner Occupied Buildings. A computerized database has been developed which provides an inventory of the number of Government and concession buildings, building use fees, and insurance replacement costs. Current available data indicates there are approximately 3,000 Government buildings used by concessioners and over 1,000 concessioner-owned buildings.

Review of Financial Statements. Concessioners submit annual financial statements for review to determine the basic health of the company and for use in determining fees.

Return to the Government. All new contracts will contain franchise fee and other financial obligations that reflect the probable value of the authorization consistent with our policies. No discretionary contract extensions will be approved without financial analysis to ensure the Government receives adequate considerations for the duration of the extension. Franchise fees deposited in the Treasury in FY 1999 totaled \$14.538 million. Beginning in FY 1999, as provided for in section 407 of Public Law 105-391, all franchise fees paid to the United States pursuant to concessions contracts were deposited in a special Treasury account. Twenty percent of the funds are made available, without further appropriation, to support activities throughout the National Park System. Eighty percent of the funds are made available, without further appropriation, to the park from which the deposit was made for visitor services and funding other priorities. The new permanent appropriation is described in the "Recreation Fee Permanent Appropriations" section of this document.

An estimated \$20.0 million will be deposited in concession improvement accounts in FY 2000 to accomplish necessary improvements to park concession facilities, at NPS direction, without gaining possessory interest, which become Government assets and for which the concessioner receives no leasehold surrender interest.

Performance Goals

Long-term Goal IVb3	By September 30, 2005, returns from park concession contracts are 8% of gross concessioner revenue.
Annual Goal IVb3	By September 30, 2001, returns from park concession contracts are 7.1% of gross concessioner revenue.

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Concession Management Program Performance Information	FY 1999 Actual	FY 2000 Estimate	FY 2001 Estimate
Percent return on park concession contracts	7.1%	7.1%	7.1%

Training for Concessions Personnel. A comprehensive training program has been designed to give NPS personnel a degree of expertise in subjects such as accounting, retailing, food, and lodging, and other related areas of the hospitality industry.

Concessions Environmental Management Program. As part of the National Park Service Environmental Leadership Strategy, a Concessions Environmental Management Program (CEMP) is being developed. The overarching missions of this program are fostering public education and concessioner awareness of environmental issues and providing a program that exemplifies Environmental Leadership, serving as a model for other Federal agencies. CEMP intends to facilitate concessioner compliance with environmental regulatory requirements, promote environmental awareness and accountability, and encourage the integration of sustainability and pollution prevention strategies in concessioner activities and operations. Funding to support this program is drawn from concession franchise fee receipts discussed in the "Recreation Fee Permanent Appropriations" section of this document.

FY 2001 BUDGET REQUEST

	2001 Budget Request	Program Changes (+/-)
▪ Concessions Management \$(000)	8,096	+594
The FY 2001 request for Concessions Management is \$8.096 million, which represents an increase of \$0.783 million over the FY 2000 enacted level. The FY 2001 proposed programmatic increase of \$0.594 million to Concessions Management activities includes:		
	\$(000)	
▪ Park Base Operations Increase	123	
▪ Regional Office Park Support	471	
Total	594	
Justification for this increase is included at the end of this subactivity's presentation.		

JUSTIFICATION OF FY 2001 BUDGET REQUEST FOR VISITOR SERVICES

	2001 Budget Request	Program Changes (+/-)
Visitor Services	280,593	+9,618

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\$ (000)		
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The FY 2001 request for Visitor Services is \$280.593 million and 4,419 FTE, which represents a net decrease of \$38.043 million and an increase of 127 from the FY 2000 enacted level. The programmatic increase of \$9.618 million for the Visitor Services subactivity is justified by the proposed changes that follow:

▪ **Park Base Operations Increase (+\$7,661,000,000; +114 FTE):** The NPS is proposing an increase of \$24.050 million and 300 FTE for parks in FY 2001 to address a number of specific operating needs at NPS units. As part of the NPS annual budget review process, park managers have identified and prioritized a wide range of unfunded operational needs. This funding proposal represents the highest priority core operational needs identified by park managers, as well as a number of special Servicewide initiatives developed over the course of the budget process to meet the goals and objectives articulated by NPS and Departmental management. This funding would enable parks to increase operating hours at visitor centers, increase the offerings of tours and programs, fill key professional positions, continue educational partnerships with schools and outreach organizations, address increasing threats to security and safety and ensure the long-term health of park resources. This proposal is comprised of 97 increases for 71 park units, three national historic trails, two foundations that support park operations, 2002 Winter Olympics support, and the United States Park Police.

Four themes covering the spectrum of core park operations were determined as areas of emphasis and are addressed by this collection of park base increases. To allow the NPS to **Take Care of New Responsibilities**, \$8,608,000 is requested; the proposal will **Provide for the Visitor Experience** with an additional \$4,106,000 requested; a total of \$6,819,000 is identified to **Address Threats to Resources**; and \$4,517,000 would **Correct Health and Safety Deficiencies**.

The specific increases contained in this proposal cut across functional categories as described by the NPS budget structure. Of the total amount of \$24,050,000 requested, \$7,661,000 and 114 FTE is estimated as the amount to be applied to the Visitor Services budget subactivity. For a more comprehensive examination of the park increases contained within this proposal (as well as the park increases requested as part of the Natural Resource Challenge and the Vanishing Treasures Initiative), please refer to the Analysis of Park Base Increases in the Summaries section of this budget document.

▪ **Regional Office Park Support (+\$532,000; +8 FTE):** The National Park Service is proposing an increase of \$2,107,000 and 27 FTE in FY 2001 for Regional Office bases to provide direct support to parks. This increase would provide \$1,636,000 for enhanced information management capabilities and \$471,000 to provide direct professional and technical support to park units in the area of concessions management. An increased workload resulting from new legislation, the addition of new park and heritage areas, and new initiatives, and a change in the capabilities most needed in today's work environment have severely compromised the ability of Regional Offices to provide needed support. The seven Regional Offices provide support to the park units under their authority in all activities.

Amounts requested by region are as follows:

Alaska Region	\$160,000	2 FTE
Intermountain Region	495,000	7 FTE
Midwest Region	290,000	4 FTE
National Capital Region	313,000	4 FTE
Northeast Region	233,000	2 FTE
Pacific West Region	320,000	4 FTE

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Southeast Region 296,000 3 FTE

Information Management Support - This funding would allow the NPS to implement new information management mandates effectively by providing central computer, Geographic Information System (GIS), and other information support for parks at each of the seven Regional Offices. The Service is increasingly reliant on information management to perform its mission. Rapid changes in technology provide the means to gather, analyze and disseminate information more effectively to respond to inquiries and facilitate decision-making. In fact, the majority of NPS work is accomplished through data communications networks and the NPS Intranet. The NPS is also required to provide increased amounts of information to the public through the Internet. In addition, many new mandatory information driven requirements have been added to the NPS workload, including most recently the GPRA-related Performance Management Data System, Facility Management Software System and Interior Department Electronic Acquisition System. On average, each park is required to use over thirty in-house computer programs and numerous commercial software packages. Many parks are too small to have a computer or GIS specialist. The demands on existing central staff far exceed current capabilities and grow as new systems/services are added. Parks are faced with a myriad of decisions on how to implement new systems. Without technical support, parks are unable to make efficient and effective decisions.

In order to take full advantage of technological improvements, to employ best practices in the conduct of day-to-day business, and to maintain currency in order to meet changing demands in the business environment, additional funding is needed to provide staff expertise, and evaluate hardware and commercial software service offerings for NPS applications. For example, the ability to acquire spatial data for use in park GIS mapping efforts and for making more informed resource and infrastructure decisions is critical to park management, but requires specialized expertise often best provided centrally.

This increase would complement Servicewide increases proposed for maintenance management, Web-based visitor information, data management specific to natural resources, as well as provide needed support of local and wide-area telecommunications networks. Each of the seven regional offices would receive a portion of the \$1,636,000 requested for information management support.

Professional Support - This funding would also allow the NPS to enhance professional services provided to park units through increases to the funding base of four of the seven Regional Offices. In the interest of efficiency, most park units are dependent to varying degrees upon support services from regional and support office specialists to accomplish their mission and GPRA goals. This portion of the increase would focus on the financial analysis of concession operations and implementation of new concessions legislation contained in the National Parks Omnibus Management Act of 1998 (Public Law 105-391), which established major new responsibilities for concessions management. New or expanded responsibilities mandated by the law include completion of commercial services planning; contracting; financial analysis, review and fee benefit package determinations; determination of lease hold surrender interest and tracking of that interest, service review, and tracking of operational activities; and administrative contracting for services and work (contracting with private consultants/contractors, indefinite quantities contracting, architect and engineering firm contracting, and appraisals). The Intermountain Region, for example, has 260 concessions contracts of which 173 will be expired at the end of 1999. Besides creating a sizable backlog of work, the legislation will require shorter terms for contracts, further straining existing staff. Additional training, assistance, and oversight will be necessary to ensure consistency and accountability at the park level.

The specific increases cut across functional categories as defined by the National Park Service budget structure. Of the total amount requested, \$532,000 and 8 FTE is estimated as the amount to be applied to the Visitor Services budget subactivity.

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▪ ***Provide Funding for National Council Traditional Arts (+\$75,000):*** The National Park Service is proposing an increase of \$75,000 in FY 2001 to support the National Council for the Traditional Arts. The NCTA provides expert advice and technical assistance to NPS sites which are mandated to interpret traditional American arts and cultures. Typically, the organization works with five to six parks each year to plan and produce folk and performing arts festivals such as the Lowell Folk Festival and the 4th of July American Roots musical program on the National Mall. The funding requested would be used to supplement these activities and to enable the National Council for the Traditional Arts to respond to ad hoc calls for assistance from the parks. In the past, the NCTA has received unanticipated requests from such sites as the White House for “In Performance at the White House” productions, the National Mall for assistance with the Millennium Celebrations, and Nicodemus National Historic Site for help in compiling African-American oral histories.

▪ ***Implement Servicewide Wayfinding Program (+\$350,000; +5 FTE):*** The National Park Service is proposing an increase of \$350,000 and 5 FTE in FY 2001 to provide a Servicewide wayfinding sign system with uniform lettering colors, and signposts that provides recognizable media for visitors. This program will be planned and designed through a cooperative effort among Harpers Ferry Center, WASO Facilities Management, and regional and park sign coordinators. Funding would provide a comprehensive system for the fabrication and installation of the entire range of sign types to efficiently direct park visitors to desired locations and provide health and safety information. The new signs would be installed as older signs are removed due to deterioration or road/trail changes. Standardized wayfinding signs will produce significant savings in design costs and lower unit costs.

Some of the costs associated with the continued development of the sign standards will come from the Grand Canyon National Park and Yosemite National Park test sites. Additional funds will be needed to: (1) cover the cost of establishing the network of WASO, park, regional, and private sector cooperators, (2) communicate the new standards to the Service, (3) establish and manage the fabrication contracts, and (4) establish a system for efficient ordering of needed signs and associated materials from contractors. Landscape, architectural, and installation costs will be absorbed by the receiving parks and regions.

▪ ***Provide for Activities Related to 2001 Presidential Inaugural (+\$1,000,000):*** The National Park is proposing an increase of \$1,000,000 in FY 2001 for inaugural activities. Additional funds are needed for expenditures that are not reimbursable pertaining to security structures on Pennsylvania Avenue between 15th Street, Northwest and 17th Street, Northwest. Security barriers have been placed along the existing three-block area of Pennsylvania Avenue for the security of the First Family and the White House. These barriers inhibit the movement of United States troops, parade floats, and other components that comprise the 54th Inaugural Parade. The vehicle barrier-gates and planters would need to be temporarily relocated for safekeeping; portions of the asphalt road will need substantial repair; and the underground infrastructure of Lafayette Park would need to be rehabilitated prior to January 20, 2001. Upon completion of the 54th Inaugural Parade and Celebrations, the vehicle barriers and guardhouses will have to be reinstalled. This is a one-time expense.